

## **REPORTING INSTRUMENT**

OMB Control Number: 1820-0606  
Expiration Date: June 30, 2017

**UNITED STATES DEPARTMENT OF EDUCATION  
OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES  
REHABILITATION SERVICES ADMINISTRATION**

### **SECTION 704 ANNUAL PERFORMANCE REPORT For STATE INDEPENDENT LIVING SERVICES PROGRAM**

(Title VII, Chapter 1, Part B of the Rehabilitation Act of 1973, as amended)

## **Part I INSTRUMENT**

**(To be completed by Designated State Units  
And Statewide Independent Living Councils)**

Reporting Fiscal Year: 2020  
State: Missouri

## **SUBPART I – ADMINISTRATIVE DATA**

### **Section A – Sources and Amounts of Funds and Resources**

Sections 704(c) and 704(m)(3) and (4) of the Act; 34 CFR 364.35 and 364.36

Indicate amount received by the DSE as per each funding source. Enter “0” for none.

#### **Item 1 - All Federal Funds Received**

|   |            |
|---|------------|
| (A) Title VII, Ch. 1, Part B                              | \$ 338,717 |
| (B) Title VII, Ch. 1, Part C – <b>For 723 states Only</b> | \$ -0-     |
| (C) Title VII, Ch. 2                                      | \$ 577,737 |
| (D) Other Federal Funds                                   | \$ -0-     |

#### **Item 2 - Other Government Funds**

|                            |              |
|----------------------------|--------------|
| (E) State Government Funds | \$ 4,657,040 |
| (F) Local Government Funds | \$ - 0-      |

#### **Item 3 - Private Resources**

|   |          |
|---|----------|
| (G) Fees for Service (program income, etc.) | \$\$ -0- |
| (H) Other resources                         | \$\$ -0- |

#### **Item 4 - Total Income**

|  |             |
|--|-------------|
| Total income = (A)+(B)+(C)+(D)+(E)+(F)+(G)+(H) | \$5,573,494 |
|--|-------------|

#### **Item 5 – Pass-Through Funds**

|   |          |
|---|----------|
| Amount of other government funds received as pass through funds to consumers (include funds, received on behalf of consumers, that are subsequently passed on to consumers, e.g., personal assistance services, representative payee funds, Medicaid funds, etc.) | \$\$ -0- |
|---|----------|

**Item 6 - Net Operating Resources**

|   |              |
|---|--------------|
| [Total Income (Section 4) <minus> amount paid out to Consumers<br>(Section 5) = Net Operating Resources | \$ 5,573,494 |
|---|--------------|

## **Section B – Distribution of Title VII, Chapter 1, Part B Funds**

Section 713 of the Act; 34 CFR 364.22, 365.1, 365.20, and 365.21

| <b>What Activities were Conducted with Part B Funds?</b>  | <b>Expenditures of Part B Funds for Services by DSE Staff</b> | <b>Expenditures for Services Rendered By Grant or Contract</b> |
|---|---|--|
| (1) Provided resources to the SILC to carry out its functions   | \$0   | \$ 46,293  |
| (2) Provided IL services to individuals with significant disabilities   | \$ 29,438   | \$0  |
| (3) Demonstrated ways to expand and improve IL services   | \$0   | \$0  |
| (4) Supported the general operation of CILs that are in compliance with the standards and assurances set forth in subsections (b) and (c) of section 725 of the Act | \$0   | \$206,903  |
| (5) Supported activities to increase capacity to develop approaches or systems for providing IL services  | \$ 18,218   | \$0  |
| (6) Conducted studies and analyses, gathered information, developed model policies, and presented findings in order to enhance IL services                          | \$0   | \$0  |
| (7) Provided training regarding the IL philosophy   | \$0   | \$0  |
| (8) Provided outreach to unserved or underserved populations, including minority groups and urban and rural populations   | \$0   | \$0  |

## **Section C – Grants or Contracts Used to Distribute Title VII, Chapter 1, Part B Funds**

Sections 704(f) and 713 of the Act; 34 CFR 364.43, and 34 CFR 365 Subpart C

Enter the requested information for all DSE grants or contracts, funded at least in part by Part B funds, in the chart below. If a column is not applicable to a particular grant or contract, enter “N/A.” If there were no non-Part B funds provided to this grantee or contractor for the purpose listed, enter “\$0” in that column. Add more rows as necessary.

| Name of Grantee or Contractor        | Use of Funds<br>(based on the activities listed in Subpart I, Section B) | Amount of Part B Funds | Amount of Non-Part B Funds | Consumer Eligibility Determined By DSE or Provider | CSRs Kept With DSE or Provider |
|--------------------------------------|--|------------------------|----------------------------|--|--------------------------------|
| TILC                                 | GOC  | 28,618                 | 200,725                    | Provider   | Provider                       |
| SCIL                                 | GOC  | 54,736                 | 174,607                    | Provider   | Provider                       |
| MERIL                                | GOC  | 31,662                 | 197,681                    | Provider   | Provider                       |
| RAIL                                 | GOC  | 45,873                 | 183,470                    | Provider   | Provider                       |
| SADI                                 | GOC  | 46,014                 | 183,329                    | Provider   | Provider                       |
| Total Amount of Grants and Contracts |  | \$206,903              | \$939,812                  |  |                                |

## **Section D - Grants or Contracts for Purposes Other than Providing IL Services or For the General Operation of Centers**

Section 713 of the Act; 34 CFR 365.1 and 34 CFR 365.20

Describe the objectives, activities and results for each Part B grant or contract awarded for purposes other than IL services or the general operation of centers.

## **Section E – Monitoring Title VII, Chapter 1, Part B Funds**

34 CFR 80.40(a)

**Provide a summary of the program or fiscal review, evaluation and monitoring conducted by the state of any of the grantees/contractors receiving Part B funds during the reporting year.**

Missouri Vocational Rehabilitation, (MVR), named and functioning as the DSE, conducts CIL On-Site Compliance Monitoring Reviews for all twenty–two (22) Missouri Centers for Independent Living on a two-year rotation, 11 On-Site Compliance Reviews (OSCR) per Service year. MVR provides clear and helpful information to support corrective and recommended action planning to assist Centers meet all Independent Living Standards of Compliance Reviews, with Training and Technical Assistance, with follow-along review support, as needed, as part of the monitoring process of Centers' IL activities throughout the State. For this Service year, MVR conducted two Part B CIL OSCRs, two Part C CIL OSCRs and seven State-only funded CIL OSCRs. As virtual permissions were granted from ACL, due to safety considerations from COVID-19, OSCRs were performed in combination of on-site and/or virtual. The OSCRs were conducted by MVR staff, who reviewed CILs for both State and Federal IL compliance to include but not limited to a sampling of Consumer Service Records (CSRs), assessment of services provided, Consumer satisfaction, Consumer outcomes from services provided, Board Member and Staff interviews, comprehensive review of CILs' administrative documents. Final OSCR Report and Exit Meetings were completed with Executive Director and Center Staff Members on Center campuses and/or virtually at the end of each of the OSCR. All 11 CILs reviewed were found to be providing valuable Independent Living Services to consumers in their catchment areas.

Additionally, a financial audit report, conducted by a Licensed CPA, is required to be provided to the DSE yearly, for that reporting year, for all five of the Part B Centers, all four of the Part C Centers and all of the 13 State-only funded Centers.

## **Section F – Administrative Support Services and Staffing**

Section 704(c)(2) and 704 (m)(2) and (4) of the Act; CFR 364.22(a)(2) and 34 CFR 364.31

### **Item 1 – Administrative Support Services**

**Describe any administrative support services, including staffing, provided by the DSE to the Part B Program.**

The majority of Part B funds in Missouri are used for the general operation of Part B CILs, with part of Part B funds funding the SILC, a small amount of funds utilized by DSE to work in collaboration with the SILC and RSB, providing information, resources, training, policy development, and technical assistance for the CILs. Training and Technical Assistance was provided by the DSE to the SILC Staff and Board during this reporting period. SILC's Staff and Board supported CILs in advocating for disability rights, supporting the current State Plan for Independent Living, working in collaboration with CILs and DSE to develop then begin procedure to implementation of the new State Plan for Independent Living, and other Independent Living-related issues.

#### **Item 2 – Staffing**

Enter requested staff information for the DSE and service providers listed in Section C, above (**excluding Part C funded CILs**):

| Type of Staff         | Total Number of FTEs | FTEs filled by Individuals with Disabilities |
|-----------------------|----------------------|--|
| Decision-Making Staff | 98                   | 73   |
| Other Staff           | 297                  | 209  |

#### **Section G – For Section 723 States ONLY**

Section 723 of the Act, 34 CFR Part 366, Subpart D

#### **Item 1 – Distribution of Part C Funds to Centers**

In the chart below, please provide the following information:

- A) name of each center within your state that received Part C funding during the reporting year;
- B) amount of Part C funding each center received;
- C) whether the Part C funding included a cost-of-living increase;
- D) whether the Part C funding included any excess funds remaining after cost-of-living increases were provided;
- E) whether any of the centers received its Part C funding pursuant to a competition for a new center in the state; and
- F) whether the center was the subject of an onsite compliance review conducted by the DSE during the reporting year.

| Name of CIL | Amount of Part C Funding Received | Cost of Living Increase? (Yes/No) | Excess Funds After Cost of Living Increase? (Yes/No) | New Center? (Yes/No) | Onsite Compliance Review of Center? (Yes/No) |
|-------------|-----------------------------------|-----------------------------------|--|----------------------|--|
|             |                                   |                                   |  |                      |  |

|  |  |  | (Yes/No) |  |
|--|--|--|----------|--|
|  |  |  |          |  |
|  |  |  |          |  |
|  |  |  |          |  |
|  |  |  |          |  |

Add additional rows as necessary.

**Item 2 – Administrative Support Services**

Section 704(c)(2) of the Act; 34 CFR 364.22(a)(2)

Describe the administrative support services used by the DSE to administer the Part C program.

**Item 3 – Monitoring and Onsite Compliance Reviews**

Section 723(g), (h), and (i); 34 CFR 366.38, 366.40 – 46

Provide a summary of the monitoring activities involving Part C centers conducted by the state during the current reporting year, including the onsite reviews of at least 15% of centers receiving Part C funds under section 723. The summary should include, at least, the following:

- A) centers' level of compliance with the standards and assurances in Section 725 of the Act;
- B) any adverse actions taken against centers;
- C) any corrective action plans entered into with centers; and
- D) exemplary, replicable or model practices for centers.

**Item 4 – Updates or Issues**

Provide any updates to the administration of the Part C program by the DSE, if any, including any significant changes in the amount of earmarked funds or any changes in the order of priorities in the distribution of Part C funds. Provide a description of any issues of concern addressed by the DSE in its administration of the Part C program.

## **SUBPART II – NUMBER AND TYPES OF INDIVIDUALS WITH SIGNIFICANT DISABILITIES RECEIVING SERVICES**

Section 704(m)(4) of the Act; 34 CFR 364.53

In this section, provide data from all service providers (DSE, grantees, contractors) who received Part B funds and who were listed in Subpart I, Section C of this report, **except for the centers that receive Part C funds.** Part C centers will provide this data themselves on their annual 704 Reports, Part II.

### **Section A – Number of Consumers Served During the Reporting Year**

Include Consumer Service Records (CSRs) for all consumers served during the year.

|  | # of CSRs |
|--|-----------|
| (1) Enter the number of active CSRs carried over from September 30 of the preceding reporting year | 10992     |
| (2) Enter the number of CSRs started since October 1 of the reporting year                         | 3750      |
| (3) Add lines (1) and (2) to get the <b><i>total number of consumers served</i></b>                | 14742     |

### **Section B –Number of CSRs Closed by September 30 of the Reporting Year**

Include the number of consumer records closed out of the active CSR files during the reporting year because the individual has:

|   | # of CSRs |
|---|-----------|
| (1) Moved   | 171       |
| (2) Withdrawn   | 657       |
| (3) Died  | 406       |
| (4) Completed all goals set   | 1942      |
| (5) Other   | 711       |
| (6) Add lines (1) + (2) + (3) + (4) +(5) to get <b><i>total CSRs closed</i></b> | 3887      |

### **Section C –Number of CSRs Active on September 30 of the Reporting Year**

Indicate the number of CSRs active on September 30<sup>th</sup> of the reporting year.

|   | <b># of CSRs</b> |
|---|------------------|
| Section A(3) <minus> Section (B)(6) = Section C | 10855            |

### **Section D – IL Plans and Waivers**

Indicate the number of consumers in each category below.

|   | <b># of Consumers</b> |
|---|-----------------------|
| (1) Number of consumers who signed a waiver                           | 2990                  |
| (2) Number of consumers with whom an ILP was developed                | 11752                 |
| (3) <b>Total number of consumers</b> served during the reporting year | 14742                 |

### **Section E – Age**

Indicate the number of consumers in each category below.

|                       | <b># of Consumers</b> |
|-----------------------|-----------------------|
| (1) Under 5 years old | 23                    |
| (2) Ages 5 – 19       | 365                   |
| (3) Ages 20 – 24      | 446                   |
| (4) Ages 25 – 59      | 6733                  |
| (5) Age 60 and Older  | 7106                  |
| (6) Age unavailable   | 69                    |

### **Section F – Sex**

Indicate the number of consumers in each category below.

|                              | <b># of Consumers</b> |
|------------------------------|-----------------------|
| (1) Number of Females served | 9502                  |
| (2) Number of Males served   | 5240                  |

## **Section G – Race And Ethnicity**

Indicate the number of consumers served in each category below. *Each consumer may be counted under ONLY ONE of the following categories in the 704 Report, even if the consumer reported more than one race and/or Hispanic/Latino ethnicity).*

**This section reflects a new OMB directive.  
Please refer to the Instructions before completing.**

|  | <b># of Consumers</b> |
|--|-----------------------|
| (1) American Indian or Alaska Native                     | 61                    |
| (2) Asian  | 34                    |
| (3) Black or African American                            | 1966                  |
| (4) Native Hawaiian or Other Pacific Islander            | 28                    |
| (5) White  | 12177                 |
| (6) Hispanic/Latino of any race or Hispanic/ Latino only | 118                   |
| (7) Two or more races                                    | 75                    |
| (8) Race and ethnicity unknown                           | 283                   |

## **Section H – Disability**

Indicate the number of consumers in each category below.

|                           | <b># of Consumers</b> |
|---------------------------|-----------------------|
| (1) Cognitive             | 525                   |
| (2) Mental/Emotional      | 885                   |
| (3) Physical              | 7455                  |
| (4) Hearing               | 287                   |
| (5) Vision                | 413                   |
| (6) Multiple Disabilities | 4987                  |
| (7) Other                 | 190                   |

## **SUBPART III – INDIVIDUAL SERVICES AND ACHIEVEMENTS FUNDED THROUGH TITLE VII, CHAPTER 1, PART B FUNDS**

Sections 13 and 704(m)(4); 34 CFR 364.53; Government Performance Results Act (GPRA)  
Performance Measures

**Subpart III contains new data requests. Please refer to the Instructions before completing.**

### **Section A – Individual Services and Achievements**

For the reporting year, indicate in the chart below how many consumers requested and received each of the following IL services. Include all consumers who were provided services during the reporting year through Part B funds, either directly by DSE staff or via grants or contracts with other providers. **Do not include consumers who were served by any centers that received Part C funds during the reporting year.**

| Services  | Consumers Requesting Services | Consumers Receiving Services |
|---|-------------------------------|------------------------------|
| (A) Advocacy/Legal Services                           | 2593                          | 2262                         |
| (B) Assistive Technology                              | 3308                          | 2532                         |
| (C) Children's Services                               | 557                           | 499                          |
| (D) Communication Services                            | 656                           | 486                          |
| (E) Counseling and Related Services                   | 185                           | 155                          |
| (F) Family Services                                   | 447                           | 469                          |
| (G) Housing, Home Modifications, and Shelter Services | 937                           | 781                          |
| (H) IL Skills Training and Life Skills Training       | 6177                          | 5220                         |
| (I) Information and Referral Services                 | 14548                         | 13291                        |
| (J) Mental Restoration Services                       | 1171                          | 22                           |
| (K) Mobility Training                                 | 244                           | 180                          |
| (L) Peer Counseling Services                          | 3938                          | 1925                         |
| (M) Personal Assistance Services                      | 30827                         | 25068                        |
| (N) Physical Restoration Services                     | 3308                          | 703                          |
| (O) Preventive Services                               | 9580                          | 9489                         |

| <b>Services</b>                                 | <b>Consumers Requesting Services</b> | <b>Consumers Receiving Services</b> |
|---|--------------------------------------|-------------------------------------|
| (P) Prostheses, Orthotics, and Other Appliances | 19                                   | 7                                   |
| (Q) Recreational Services                       | 794                                  | 790                                 |
| (R) Rehabilitation Technology Services          | 50                                   | 24                                  |
| (S) Therapeutic Treatment                       | 404                                  | 338                                 |
| (T) Transportation Services                     | 3935                                 | 3823                                |
| (U) Youth/Transition Services                   | 421                                  | 394                                 |
| (V) Vocational Services                         | 1078                                 | 1004                                |
| (W) Other Services                              | 3468                                 | 3095                                |

## **Section B – Increased Independence and Community Integration**

### **Item 1 – Goals Related to Increased Independence in a Significant Life Area**

Indicate the number of consumers who set goals related to the following significant life areas, the number whose goals are still in progress, and the number who achieved their goals as a result of the provision of IL services.

| <b>Significant Life Area</b>  | <b>Goals Set</b> | <b>Goals Achieved</b> | <b>In Progress</b> |
|---|------------------|-----------------------|--------------------|
| (A) Self-Advocacy/Self-Empowerment  | 1519             | 695                   | 653                |
| (B) Communication   | 644              | 272                   | 326                |
| (C) Mobility/Transportation   | 1405             | 853                   | 451                |
| (D) Community-Based Living  | 2723             | 1160                  | 1276               |
| (E) Educational   | 2006             | 1121                  | 727                |
| (F) Vocational  | 287              | 121                   | 130                |
| (G) Self-care   | 4853             | 2906                  | 1607               |
| (H) Information Access/Technology   | 952              | 423                   | 497                |
| (I) Personal Resource Management  | 1460             | 1258                  | 169                |
| (J) Relocation from a Nursing Home or Institution to Community-Based Living | 65               | 29                    | 31                 |

| <b>Significant Life Area</b>       | <b>Goals Set</b> | <b>Goals Achieved</b> | <b>In Progress</b> |
|------------------------------------|------------------|-----------------------|--------------------|
| (K) Community/Social Participation | 293              | 159                   | 121                |
| (L) Other                          | 606              | 268                   | 309                |

**Item 2 – Improved Access To Transportation, Health Care and Assistive Technology**

**(A) Table**

In column one, indicate the number of consumers who required access to previously unavailable transportation, health care services, or assistive technology during the reporting year. Of the consumers listed in column one, indicate in column two, the number of consumers who, as a result of the provision of IL services (including the five core services), achieved access to previously unavailable transportation, health care services, or assistive technology during the reporting year. In column three, list the number of consumers whose access to transportation, health care services or assistive technology is still in progress at the end of the reporting year.

| <b>Areas</b>             | <b># of Consumers Requiring Access</b> | <b># of Consumers Achieving Access</b> | <b># of Consumers Whose Access is in Progress</b> |
|--------------------------|--|--|---|
| (A) Transportation       | 1086                                   | 544                                    | 542   |
| (B) Health Care Services | 8533                                   | 3720                                   | 4805  |
| (C) Assistive Technology | 2985                                   | 1407                                   | 1560  |

Note: For most IL services, a consumer's access to previously unavailable transportation, health care and assistive technology is documented through his or her CSR. In some instances, consumers may achieve an outcome solely through information and referral (I&R) services. To document these instances as successful outcomes, providers are not required to create CSRs for these consumers but must be able to document that follow-up contacts with these consumers showed access to previously unavailable transportation, health care and assistive technology.

**(B) I&R Information**

To inform RSA how many service providers engage in I&R follow-up contacts regarding access to transportation, health care services or assistive technology, please indicate the following:

The service provider did X / did not \_\_\_ engage in follow-up contacts with I & R recipients to document access gained to previously unavailable transportation, health care or assistive technology.

## **Section C – Additional Information Concerning Individual Services or Achievements**

**Please provide any additional description or explanation concerning individual services or achievements reported in subpart III, including outstanding success stories and/or major obstacles encountered.**

Many Centers had begun new Community partnerships in 2020, focusing on affordable housing, accommodation resources to remain living independently and developing new Consumer referral sources when the COVID-19 pandemic rushed into Missouri during the early Spring of 2020. Executive Directors of Missouri's 22 Centers for Independent Living shifted their focus from deepening and expanding community engagement programming to Consumer safety planning and immediate support for the health of Consumers in their catchment areas. Centers across the State of Missouri quickly adjusted services delivery models to continue being of great service to Consumers but developing methods that permitted providing those services differently, re-evaluating priorities, with safety considerations for Staff and Consumers driving decision making. Centers demonstrated creative, thoughtful programming adaptation, always putting the Consumers' needs first. Centers increased phone outreach exponentially, developing initially such paramount safety measures as Weekly Wellness Checks with their Consumers. Assisting Consumers in urgently-needed advocacy and providing vital I&R for ever-evolving community resource information became essential functions of CILs. In response to the long-lasting pandemic impact, with continuation of social distancing, many Centers developed a standard-allowing for partial teleworking of Staff Members. Centers were quick to fully embrace web-based adaptations such as utilizing a ZOOM platform to connect Consumers for their Peer Support Groups and individual Consumer services prior provided in-person. Modified versions of home-visits, such as talking through a screened window; driveway and front porch visits became common to remain of vital service to Consumers. Quickly, most Centers adapted, developing efficiency for Staff and Board Meetings through Zoom, Board and Staff trainings through web-links and email connections.

Many Centers implemented operational adjustments and engaged in actions to provide Consumers with much needed safety materials, hygiene & cleaning supplies and basic essential foods. Centers quickly recognized Emergency Care Closet pantry items were becoming even more crucial for many Consumers to remain living independently in their homes. Center food program-focus substantially increased, with Centers aligning in even greater partnership connections within their catchment areas across the State, reaching out to long-developed community business relationships, becoming *Hubs* when no community organization was still in place. Many Centers provided a higher number than usual of such as Holiday Food Baskets. Numerous Centers across the State did make the decision to develop a system for hand-delivery or drop-off (right outside the Consumers' front doors) of basic food items, much needed PPE, cleaning supplies and hygiene products. Centers were included in funding commitments for supplies. All 22 Centers and MOSILC eventually received fund support from United Way grants. The State of Missouri did begin the process with much needed financial assistance, did provide Centers with over \$144,000 of Corona Virus Relief Funds for PPE, computer equipment and Emergency Care Closet supplies. These funds were often used to ensure Centers had system communication equipment needed for Staff Member remote work, ZOOM access and

additionally, to re-stock their depleted Emergency Care Closets to be able to continue supporting Consumers throughout 2020 and into 2021.

Missouri Centers dug deeply into the communities they serve. Though not required for this Report, over 90,000 IL Services were provided through Missouri's 22 Centers for Independent Living, (including Part C Center data) during the 2020 Service year, which is over 15% increased from 2019's reported number of IL Services provided. Missouri's largest increase in IL Services provided were under the categories of Children's Services, Counseling, Physical Restoration, Preventative Services-(in response to COVID-19 safety measures) and Vocational Services. While Centers across the State continued to find new methods for being of service at this time of great change, most Centers followed a 'safety first' decision-making strategy, postponing or cancelled annual fundraisers, large Center-sponsored community gatherings and traditional in-person outreach programming due to the decision to increase efforts to directly reach Consumers to provide for immediate needs that emerged due to the COVID-19 pandemic. Missouri Centers expressed concerns that the number of their new referrals were reducing; traditional outside agency callers declined as community businesses struggled to adapt.

#### **ACCOMPLISHMENTS:**

Despite the unprecedented situations our State found itself living through, each of our 22 Centers for Independent Living remained focused on mission and purpose. Excellent work was performed by Center Staff, resulting in Consumers benefitting greatly to be able to continue living independently in their homes. Featured accomplishments for Centers include:

- Heater and air conditioner repairs, installation work, support and mechanical resources were in demand during Service year 2020 as more Consumers made decisions to stay within their homes versus going out in the community, with Consumers saying they were leaving their homes only for medical appointments.
- Need for lifts and ramp services continued and many Centers experienced an increase for DME support.
- Hearing Aid services, TAP for Telephone, iTap for Internet continued to be services of high need, with Centers providing demonstrations and encouraging Consumer choice for equipment that may best serve.
- Many Centers across the State provide programming for those Consumers considering employment, to assist with exploring job interests, understanding task requirements, then deliver job preparation skill building, mock interviewing and job placement assistance. Some Centers are or are seeking CARF accreditation to become a fee-for-service job service provider, Community Rehabilitation Partner, for contracted partnerships with such as VR and DMH.
- Center Youth Transition service efforts continued throughout Center catchment areas across the State with one Center successfully collaborating with regional transition group to provide nearly 300 youth with Center information. Out of safety consideration, enrollment for new Student Transition services was impacted as Missouri Schools developed initial virtual and hybrid-virtual education models in many areas of the State. In the interest of safety, there was limited community support access on many school campuses, impacting Center Staff Member ability to safely connect to potential Youth contacts.

- Many Centers continued providing school supply donations, weekend food programming, tutoring and study support services.
- 10 Missouri Centers for Independent Living applied for VR Pre-ETS Grants for CIL 2020 Pre-ETS Summer Services, providing unique transition services to Students with Disabilities.

**Missouri CILS-Exceptional efforts with extraordinary support to Consumers:**

- Many Centers provided PPE supplies and Emergency Care Closet pantry services to Consumers. One Center filled 330 Care Closet requests.
- One Center established 19 Curbside pickup Sites within its catchment area for distribution of needed supplies.
- One Center provided 2,175 COVID-19 Safety Kits to people within its catchment area.
- Another Center provided emergency food, toiletry and cleaning supplies to 1,175 individuals.

Several Centers have developed programming to support Transportation of Consumers.

- One Transportation Driver was very concerned when his Consumer did not answer the door; after checking with his hospital's medical department, Driver called 911. EMTs found Consumer on his kitchen floor in diabetic coma, saving his life. That Consumer was very grateful for the truly caring relationship he has with that Center Staff Member.

Missouri Centers are often known to provide support during times of great need. Because of Centers' community relationships, Centers understand how to assist Consumers navigate the application processes within the intertwining services of agencies, often requiring finesse skills so many of Missouri Center Staff Members possess. Many Centers are considered a traditional referral source following disasters, accidents or injuries and Centers are often included in community emergency action teams.

- One Center's connection in the community allowed that Center to coordinate a school's need with donations of stair lifts and later in the year, a Consumer in need was connected to an accessible van.
- Many of Missouri Centers share stories of exceptional support to Consumers who are homeless, about to become homeless or have evictions pending.
- Centers' loan programs are essential during those often-dire times when Consumers are near their absolute limit to keep functioning.
- One Center loaned out 435 pieces of equipment during the reporting year.
- One Center's Loan program was able to serve a terminally ill Consumer with two weeks to live by loaning a specific wheelchair so that the family could experience one last outing to the newly opened Aquarium in a Missouri city.
- One Center assisted a family who lost all their belongings in a house fire, partnering with other community agencies to help the family receive essential food, supplies and clothing to start again.
- One Center has created a new position to serve those experiencing life-altering for support of Transition services while in hospitals or rehab facilities to prepare for that transition back to home.
- Many Centers partner with other agencies for building ramps and increasing access to/within the home. Several Centers developed ramp loan programs that allow Consumers to return home while, as well, then to assist Consumers achieve access to community programs for permanent supports.

- One Center provided a ramp loan for a 90 year old lady who had been unable to leave her house for several months as she could no longer safely navigate her steps.

CILs are filling that gap to assist Consumers remain living independently in their homes while they wait for other local food, access-support, housing programs, Medicaid, SS, VA, DAV program approvals is part of the service philosophy from Missouri Centers.

### **CONCERNS**

Centers list their greatest difficulties related to funding. Many Centers believe that the overall IL grant amount ‘does not come close’ to covering costs necessary to fully implement SPIL goals, ‘much less day to day operations’ of the Center. Though Centers are encouraged to investigate ways to diversify income, Centers want to reach more Consumers and provide more needed services. One Center reported it is doing ‘more with less’ and this difficulty has contributed to a feeling of stress. Some Centers discuss COVID-related exhaustion amongst Center Staff. One Center reports that IL Funds to provide 5 core services and other IL Services is ‘not sufficient’ and another reported that Staff are required ‘to be doing more’. One Center developed reduced work week.

Several Centers reported financial concerns because of CDS competition and wages. One Center reported ‘due to the rapid increase in CDS vendors’, the income from this Medicaid fee-for-service programs is ‘no longer a viable supplement to Center funding’. One Center reported that the increase in minimum wage in the State does benefit workers but CDS competitors paying higher wages limits Centers’ CDS attendant applicants.

Many Centers were concerned about limited access to be able to provide unique Student Transition services due to COVID-19 safety protocols on school campuses, listing their repeatedly attempted to develop options that would increase access.

Due to social distancing and concern for in-person contact with public, many Centers were unable to hold yearly fundraising events. These yearly events bring in much needed funding that often is primary source of funds for specific IL supply needs. Growing their outreach programs & services as planned by many Centers was interrupted. Many community activities were postponed or canceled during the last of the reporting year due to COVID-19.

Out of safety consideration for Staff Members and Consumers, in-person activities were interrupted. In some areas of the State, internet service is quite costly and with weak user strength, limited access for all Center Consumers to web-based services.

## **SUBPART IV – COMMUNITY ACTIVITIES AND COORDINATION**

Section 704(i), (l), and (m)(4) of the Act; 34 CFR 364.26, 364.27, and 364.32

### **Section A – Community Activities**

**Item 1 – Community Activities Table** In the table below, summarize the community activities involving the DSE, SILC and CILs in the Statewide Network of Centers (excluding Part C fund recipients) during the reporting year. For each activity, identify the primary disability issue(s) addressed as well as the type of activity conducted. Indicate the entity(ies) primarily involved and the time spent. Describe the primary objective(s) and outcome(s) for each activity. Add more rows as necessary.

| ISSUE AREA            | ACTIVITY TYPE  | ENTITY  | HOURS   | OBJECTIVES  | OUTCOME   |
|-----------------------|--|---------|---------|---|---|
| Community Education   | Presentations/Outreach/Collab/flyers and informational brochures | CIL/DSE | 2479    | Increase awareness of CIL resources, services to PWD and the Americans with Disabilities Act.         | CILs provided Disability Awareness Day events, fairs and presentations for persons with disabilities.           |
| Access to Health Care | Collaborating/Networking   | CIL     | 1294.5  | Increase awareness of consumer healthcare needs including healthy eating and dental services for PWD. | CILs provided programs that promote healthy living. CILs supported uninsured consumers to receive medical care. |
| Access to Health Care | Advocacy/Outreach  | CIL     | 1285.75 | Provide outreach and advocate for systems change to increase quantity and quality of                  | CILs advocated for increasing access and availability of healthcare for PWD.                                    |

|                          |                            |     |         |  |   |
|--------------------------|----------------------------|-----|---------|--|---|
|                          |                            |     |         |  |   |
| Access to Health Care    | Indiv/Community Educ       | CIL | 2078.75 | options for people with disabilities.<br><br>Increase knowledge of healthcare options, and Consumer Directed Services(CDS) through information and education | CILs active in fairs, expos. Centers did COVID-19 related actions. PWD, legislators & community agencies learned more about healthcare, CDS services. |
| Access to Transportation | Provided Transportation    | CIL | 2994.25 | Increase affordable transportation services for PWD.   | CILs provided   |
| Access to Transportation | Tech Asst & Collaboration  | CIL | 231     | Increase opportunities for youth/adults with disabilities to obtain driver's training.   | Students in the transition to work program obtained their driver's permit or license  |
| Access to Transportation | Systems Advocacy           | CIL | 251     | Increase medical non-emergency transportation options for PWD.   | CIL staff participated on planning teams & assisted in arranging the transportation through providers from MODOT.                                     |
| Access to Assistive Tech | Public Info & Equal Access | CIL | 459.88  | Increase public awareness, inform how to obtain AT and advocate for improved access for people with disabilities   | Community & PWD learned about resources and/or obtained assistive technology services.  |

|                          |                         |     |         |   |   |
|--------------------------|-------------------------|-----|---------|---|---|
| Access to Assistive Tech | Educ/Individual needs   | CIL | 654.83  | Increase PWD ability to live independently in the home with the use of Assistive Technology.          | CILs demonstrated TAP-Internet and TAP-Telephone equipment to help communication in homes.                                |
| Accessible Housing       | Comm Educ & Public Info | CIL | 578     | Increase awareness, develop partnerships and expand affordable UD housing options for PWD.            | CILs had meetings with Housing Development agencies to discuss housing needs of PWD.                                      |
| Accessible Housing       | Systems Advocacy & TA   | CIL | 1278.8  | Increase accessibility awareness needs and UD housing options.<br>Increase TA for accessible housing. | CILs increased awareness of accessible housing needs to architects, builders, community groups, landlords and businesses. |
| Community / Rec Access   | TA & Public Info        | CIL | 1015.25 | Increase public access for People with Disabilities to Community.                                     | Communities have increased knowledge related to accessibility needs of PWD.<br>More than one CIL hosted sporting events.  |
| Community Integration    | Outreach/Networking     | CIL | 907     | Increase number of individuals diverted from institutions   | CILs administer Consumer Directed Services program (CDS) for those individuals  |

|                         |                                     |                     |                |   |   |
|-------------------------|-------------------------------------|---------------------|----------------|---|---|
| <b>Youth Transition</b> | <b>Collaboration &amp; Services</b> | <b>CIL/DSE/SILC</b> | <b>1070.75</b> | <b>Provide transition opportunities for SWD through collaboration with agencies, schools and employers.</b> | <b>with disabilities assessed by DHSS.</b><br><b>CIL staff provided fairs, employment activities and job shadowing options for YWD and SWD.</b> |
|-------------------------|-------------------------------------|---------------------|----------------|---|---|

#### **Item 2 – Description of Community Activities**

**For the community activities mentioned above, provide any additional details such as the role of the DSE, SILC, CIL, and/or consumers, names of any partner organizations and further descriptions of the specific activities, services and benefits.**

Prior to the impact of COVID-19 on Missouri, our 22 Centers for Independent Living were continuing their partnership activities within the communities they serve. Most Centers are part of Community groups and organizations that reach out to be of service to those living within their catchment area. Centers bring that focus on serving People With Disabilities (PWD) to every meeting and event they attend, broadening and enriching groups' mission and purpose to include PWD.

Despite Missouri's social distancing and encouragement to stay home beginning early Spring 2020, Centers continued to participate in outreach activities throughout the Service year, with many Centers providing more than 3 outreach activities per month throughout the Service year on average for disability awareness events, advocacy events and efforts to ensure Consumer-related issues reached legislators attention. One Center reports over 870 people were impacted by Center outreach. Many Centers EDs and Staff Members sit on Boards, attend Rotary, Chamber of Commerce and area Club meetings to ensure PWD inclusion occurs in consideration of community progress. One Center has been nominated for Small Business of the Year, highlighting Center involvement in the community for many years. Despite COVID-19 safety restrictions across the State, one Center continued outreach to stay closely connected and collaborative with 55 partners during this Service year, participated in providing radio and online remote classes & workshops.

Networking and Outreach efforts continued, focusing on education, partnerships and accessibility.

- One Center hosted a Halloween Bash, connecting community agencies to kids & families, with over 300 Attendees.
- One Center's Staff attended over 200 partnership events.

Many Centers seek resource development activities, partner with others who have funding, search community events and on-line opportunities for additional funds to increase program development.

- One Center has secured over \$200,000 of additional grant support.
- One Center, partnering with another agency, was able to receive funds to pay for dental services, assisting 19 Consumers with dental care.
- One Center, partnering with another warehouse redistribution program, distributed items in excess of \$12,000 during this Service year.

Outreach is vital for Missouri Centers. Direct mail, email, radio, television and social media were effective methods of communication and connection for Consumer support during the service year.

- Many Centers distributes informative newsletters; one Center's quarterly newsletter was delivered to over 2,000 people, one Center reported distributing over 800 newsletters throughout the Service year, one Center reported delivery of hundreds of informative and educational Center flyers and brochures to local companies, agencies and businesses to continue and build new partnerships, one Center regularly sends its newsletter to over 150 Consumers, donors and resource partners, one Center started sending out e-letters, distributed to over 500 individuals.
- Several Centers advertises IL services on local television channels, in local newspapers and radio. One Center has had at least 4 newspaper articles written about Center and services this year.
- Many Centers have expanded their social media presence. One Center reached 21,752 individuals through Facebook and had 1,777 engagements, targeting specific topics for education such as Accessibility, Peer Support, IL Skills Training, Health & Wellness, Advocacy, ADA, I&R, Voting.
- One Center quickly adapted during COVID-19 and adjusted the role of community advocates to record the reading of disability-related books then shared on all social media platforms and with local schools, receiving positive feedback for this innovation.

Center Staff Members across the State participate in such events as Advocacy Days at the State Capital. Many Centers are members of an advocacy group that acts to ensure legislators are aware of challenges faced by Centers related to funding with the strong desire of Centers to serve more Consumers.

- Centers believe one unified voice increases likelihood a clear disability community inclusion message will be heard related to funding of other fee-for-services programs under such as CDS.
- Several Part C Missouri Centers actively advocated for adequate support for PWD throughout COVID-19 pandemic.
- Several Centers developed programming to support Voter Education and registration outreach.

Many Centers have partnerships with others for equipment and technical services.

- Several Centers partner with MO Assistive Technology to be demonstration cites, with one Center exceeding Demos by 10%, despite COVID-19 pandemic.
- One Center recycled 66 devices during the reporting year.

- One Center reported providing 300 individuals with equipment.
- One Center provided 247 pieces of assistive or adapted equipment through donation and loan program, in part with support of a partnership through the United Way grant of \$8,250.
- Another Center was approved for grant of \$2,000 to purchase DME.
- One Center served 330 Consumers through Emergency Care Closet, in part with support of a partnership through the United Way grant of \$4,500.
- Many Centers have collaborations with specialty agencies to better serve Consumers needing hearing and vision support, often providing demonstrations for such as TAP for Telephone, low-vision and blindness training on devices.
- Many Centers partner with such as Robo Braille and Relay MO.
- One Center is co-founder of yearly community event that is now extremely popular, educating and demonstrating technology to support PWD's inclusive outdoor activities.
- One Center provided and installed 133 grab bars, tub clamps or hand-held shower heads to provide safety for individuals.
- One Center partnered with other community businesses for Restaurant Access Points, a survey to measure accessibility to local restaurants, which was published locally with favorable community response.

Many Centers have developed programming to support Consumers learn more about legally driving.

- Some Centers offer seasonal group, on-going class or individual services to study to pass Drivers Permit testing.
- One Center maintains an education car for Drivers Education class, partnering with local Drivers Ed instructor for training for local several partnering high schools.

Many Centers participate in monthly community meetings that explore options for community transportation needs, with Centers reinforcing the need for consistent accessible transportation.

- One Center has answered the Transportation need for medical appointments with action of developing programming to include 10 accessible vans and five regular vehicles, employing 12 dependable drivers and proving a total of 3,818 rides during this reporting year. Though briefly interrupted by COVID-19 safety considerations, services are resuming for catchment area.

Many Centers focus on increasing the opportunity for affordable, accessible housing and discuss options with potential Consumers, with Staff Members sitting on community Boards.

- One Center developed an annual *Ramp Up for Accessibility* event to address housing modification needs in the community, with over 300 people impacted.
- One Center constructs and sells universal design homes with smart features, beginning on the fourth home during this reporting year.
- One Center completed 51 hours of options counseling with individuals in nursing home setting, altering delivery format following COVID-19 safety considerations.

Distribution of information about Healthcare and PPE support became a crucial Center service during COVID-19 pandemic.

- One Center reported sharing Center information where over 400 individuals attended a local health care fair.
- One Center reported 15 Staff Members provided community education and public forums to discuss a variety of health-related issues within their catchment area.
- One Center trained all Staff Members about infection prevention, then assembled over 600 PPE care packages and dropped off at porches & front doors of all active consumers.
- One Center reported partnering to support 516 children to receive resources for free dental, hearing and vision screenings, school supplies, socks and tennis shoes.

Some Centers offer Peer Support, community drives and groups for different educational and training topics surrounding health care access, programming, services with many groups modified to on-line format during COVID-19 social distancing practices.

- Many Centers provide CDS services; one Center served 141 individuals this reporting year.
- One Center provided 182 Consumers CDS services, provided In-Home Services and support services funded by VA.
- One Center partnered with local agencies to host two blood drives, collecting 28 pints of blood that were donated to be used by people in need.

Several Centers participated in community food banks.

- One Center's partnership with local food pantry assisted over 1,000 families.
- One Center, finding traditional food banks low on supplies or closed in Center catchment area, did begin a nutrition network, requesting food donations, beginning online social media fundraiser to assist purchase and deliver food packages, delivering over 4,700 pounds of food to Consumers. Seeing the need, this Center also began personal hygiene and cleaning packages with delivery as well.
- Often Centers develop and manage yearly food drives several times per year.
- Several Centers offer such as cooking clubs and some Centers have additionally developed healthy eating programming, to include delivered boxed meals and online cooking training.

Many Centers have developed events to educate and encourage Youth With Disabilities to develop planning and actions to pursue living more independently as adults.

- Many Centers are part of Regional Transition Teams and networking community partner attending monthly meetings, hosting and participate in area Back-to-school events, free Backpack and Supply efforts, Transition Fairs and Youth Summits.
- Several Centers partner with local schools to teach Life Skills classes throughout the school year.
- Several Centers are members of local community groups focusing on supporting Youth services to promote drug-free and healthy lifestyles.

## **Section B – Working Relationships Among Various Entities**

**Describe DSE and SILC activities to maximize the cooperation, coordination, and working relationships among the independent living program, the SILC, and CILs; and the DSE, other state agencies represented on the SILC, other councils that address the needs of specific disability populations and issues, and other public and private entities. Describe the expected or actual outcomes of these activities.**

SILC reports that during 2019 and the majority of 2020 the Missouri Statewide Independent Living Council had an Executive Director to manage the organization's general operations and other duties and responsibilities. For the last two months, the Statewide Independent Living Council members stepped in to take over duties of this contract while reviewing the Executive Director position with the goal of hiring in the upcoming year. The SILC has worked diligently to maintain a cooperative, coordinated working relationship between the SILC and the CILs, MO DESE Vocational Rehabilitation Services (our DSE), MO Protection & Advocacy, MO Governor's Council on Disabilities, MO Developmental Disabilities Council, MO Assistive Technology, MO Commission for the Deaf & Hard of Hearing, Relay MO Advisory Committee, MO Access & Functional Needs Committee for Emergency Preparedness, MO Dept of Mental Health, MO SOC-CESS OAG (System of Care where Children where Children Experiencing psychosis receive Specialized Services and achieve improved life outcomes) (Oversight Advisory Group), the Starkloff Institute, MO Division of Senior and Disability Services, Missouri Parents Act, Association of Professionals Supporting Employment 1<sup>st</sup> (APSE1), and many other state agencies and statewide non-profit organizations embracing the philosophy of independent living and community services.

The MO SILC works with the various agencies in many ways including having representation on our council, inviting representatives to attend council meetings and present, having representatives on SILC committees and SILC members participating in various committees through these agencies and organizations. In addition, Missouri Centers for Independent Living (MOCIL) association meets monthly. The SILC Staff and the CIL Director Representative of the SILC reports to this group of CILs regarding SILC activities and partnerships between the SILC and CILs.

MO VR continues to provide MOSILC and CILs with technical assistance and advice where needed.

The MOSILC SPIL & Consumer Satisfaction Committee (consisting of self-advocates, CIL staff, VR staff, and SILC representation) have met periodically to review collected Survey Monkey data on our current State Plan for Independent Living. As our current SPIL drew to a close, Missouri began the process for the development of our 2021-2023 SPIL. The MOSILC SPIL & Consumer Satisfaction Committee met through the support and cooperation of MOCIL, providing the committee a platform to speak directly with CILs, giving them some instruction on the gathering of information for the development of the 2021-2023 SPIL, CILs gathered information through the SPIL Needs Assessment, and feedback was gathered throughout the state from community partners and persons with disabilities.

Throughout the year, MOSILC was represented at state and regional conferences, including, but not limited to: 2020 National APSE Conference, APRIL Conference, and NCIL Conference.

MVR conducts CIL On-Site Compliance Reviews for all twenty-two Missouri Centers for Independent Living on a two-year rotation, 11 OSCRs per Service year. MVR provides clear and helpful information to support corrective and recommended action planning to assist Centers meet all Standards of Compliance Reviews, then follow along review support, as needed, as part of the monitoring Centers' IL activities throughout the State.

MVR Director Independent Living provides monthly MVR/DSE IL reports to MOCIL and more in-depth seasonal presentations with additional service opportunities, instructional procedures and support. MVR Director Independent Living regularly emails Center Executive Directors detailed information about required reports, updates, changes, service trends and forwards ACL emails when received. MVR Director Independent Living, members of MOSILC Board, CIL Executive Directors and CIL Staff Members worked for over a year in collaboration for the development of 2021-2023 Missouri SPIL. MVR staff, CIL Staff Members and SILC participate with community agencies and partners, such as Access & Functional Needs Committee. MVR Director provides quarterly IL report for both MOSILC and State Rehabilitation Council. Quarterly SILC Meeting includes reports from the MVR/DSE, Department of Health and Senior Services, Money Follows the Person, the State Rehabilitation Council, Rehabilitation Services for the Blind Council, Governor's Council on Disability, as well as reports regarding NCIL and APRIL. These regular reports help ensure coordination of activities throughout the State. MVR Director Independent Living began MOSILC/DSE Partnership Meetings monthly reviewing contract and compliance standards. Goals include increase effective communication, develop consistent CIL mission and purpose messaging throughout the State.

MVR Director Independent Living regularly travels to visit Centers, meeting and supporting Center Executive Directors, Decision Makers, Staff Members and Center Board Members, discussing successful programming. MVR Assistant Commissioner, MVR Coordinator of Administrative and Independent Living Services, MVR Director Independent Living, MVR Assistant Directors Independent Living were traveling as a group to visit Centers across the State, prior to COVID-19's impact on Missouri. MVR Staff is available to provide technical assistance as requested by CILs and other disability organizations. SILC Staff & Board and CIL Staff Members are available to provide technical assistance to businesses, organizations and

community partners on a statewide basis. Once all feel safe to return to travel, Center visits will resume to increase communication between partnerships.

MVR continues to connect CIL Staff Members, MVR Counselors, University of Missouri's Pre-ETS Specialists and DESE Special Educators as they collaborate to assist transition-age Youth With Disabilities (YWD) strive to live independently into adulthood. MVR offered, for the sixth year, a CIL Summer Pre-Employment Transition program targeting students who had not yet graduated from high school and were potentially eligible for VR services as they begin to prepare to live as adults. All 22 Missouri CILs were offered the opportunity to submit CIL 2020 Summer Services Grant applications for their summer programming within activities in Job Exploration Counseling, Work Place Readiness for Social Supports & Independent Living, and Self Advocacy/Peer Mentoring. Ten (10) of Missouri's 22 Centers submitted and received approved CIL 2020 Summer Services Grant applications. Efforts to increase number of YWD enrollment across the State receiving Centers' unique Pre-ETS Summer Services by 2021.

New MVR Counselor training is provided by MVR Director Independent Living to introduce VR Counselors to IL services from Missouri's 22 CILs. This exposes new VR Counselors to Center services and resources available when working with VR clients, with encouragement for cross-agency collaborations. These actions have goal to increase service to Consumers by enriched partnership and collaborations between area Centers and corresponding VR District Offices in shared catchment areas.

MVR, SILC and Centers for Independent Living continue to collaborate, working with local and regional partners, such as MPACT, Transition coalitions, Back-to-School Fairs in the provision of materials, information and training, resources and receive regular referrals to be of service to parents and YWD. MVR has a contract with the University of Missouri's Pre-ETS program for hands-on contact instruction for students with disabilities ages 16-21 potentially eligible and eligible for VR services. There are currently over 40 MU Specialist working through this contract in areas of Job Exploration, Work Based Learning, Counseling for Post-Secondary Education, Workplace Readiness, and Self Advocacy & Peer Mentoring. MU Specialists are placed statewide and are working with VR Counselors and school personnel in their areas to better coordinate services, enhance communication, build stronger collaboration, and increase successful post-school outcomes for YWD. Goal is for MU Specialists to increase contacts with CIL Staff Members for inclusion in the cooperative efforts taking place across Missouri.

**SUB Part V – Statewide Independent Living Council (SILC)**  
**Section 705 of the Act; 34 CFR 364.21**

**Section A - Composition and Appointment**

**Item 1 – Current SILC Composition**

In the chart below, provide the requested information for each SILC member. The category in which the member was appointed can be described, for example, as ex-officio state agency representative, other state agency representative, center representative, person with a disability not employed by a center or state agency, section 121 funded project director, parent of person

with a disability, community advocate, other service provider, etc. Include current vacancies, along with the corresponding appointment category for each. Add more rows as necessary.

| Name of SILC member   | Employed by CIL, State Agency or Neither | Appointment Category                         | Voting or Non-Voting | Term Start Date | Term End Date |
|-----------------------|--|--|----------------------|-----------------|---------------|
| Melinda Cardone*      | MOSILC Chair<br>CIL ED Rep:<br>ILRC      | Service Provider<br>Person with a disability | Voting               | 5/2020          | 10/2021       |
| Karen Gridley*        | CIL                                      | Service Provider<br>Person with a disability | Voting               | 5/2020          | 10/2022       |
| Gerald (Mike) Parker* | CIL                                      | Person with a disability                     | Voting               | 5/2020          | 10/2021       |
| Michael Goad*         | Neither                                  | Person with a disability                     | Voting               | 5/2020          | 10/2022       |
| Ellie D. Stitzer*     | Neither                                  | Person with a disability                     | Voting               | 11/2018         | 10/2020       |
| William Vick*         | Neither                                  | Person with a disability                     | Voting               | 11/2018         | 10/2020       |
| Gary Copeland*        | Neither                                  | Person with a disability                     | Voting               | 5/2016          | 10/2020       |
| H Lon Swearingen*     | Neither                                  | Person with a disability                     | Voting               | 11/2018         | 10/2020       |
| Shawn De Loyola       | Neither                                  | Ex-Officio                                   | Non-Voting           | N/A             | N/A           |
| Elizabeth Smith       | DSE/ State Agency                        | Ex-Officio                                   | Non-Voting           | N/A             | N/A           |
| Kathryn Cawdron*      | RSB/ State Agency                        | Ex-Officio                                   | Non-Voting           | N/A             | N/A           |

Denotes Member Person with a Disability \*

## **Item 2 – SILC Composition Requirements**

Please provide the information requested in the chart below. Include any current vacancies in a particular appointment category.

| <b>SILC Composition</b>   | <b># of SILC members</b> |
|---|--------------------------|
| (A) How many members are on the SILC?   | 11                       |
| (B) How many members of the SILC are individuals with disabilities not employed by a state agency or a center for independent living?               | 6                        |
| (C) How many members of the SILC are voting members?  | 8                        |
| (D) How many of the voting members of the SILC are individuals with disabilities not employed by a state agency or a center for independent living? | 5                        |

## **Section B – SILC Membership Qualifications**

Section 705(b)(4) of the Act; 34 CFR 364.21(c)

### **Item 1 – Statewide Representation**

**Describe how the SILC is composed of members who provide statewide representation.**

The SILC has one member from the western region, two members from the eastern region, no member from the northwest region, five members from the central region, none from the southeast region, and none from the southwest of the state. The ex-officio members are located in central Missouri.

### **Item 2 – Broad Range of Individuals with Disabilities from Diverse Backgrounds**

**Describe how the SILC members represent a broad range of individuals with disabilities from diverse backgrounds.**

The Missouri SILC has one blind member and one member with a visual disability, four members with mobility and/or physical disabilities, and one member with a hearing disability. Missouri SILC members represent both rural and urban areas of the state.

### **Item 3 – Knowledgeable about IL**

**Describe how SILC members are knowledgeable about centers for independent living and independent living services.**

Three members of the Missouri SILC are employees of Centers for Independent Living, including the CIL Executive Director Representative. All members are very active in their communities regarding the IL movement.

### **Section C – SILC Staffing and Support**

#### **Item 1 – SILC Staff**

**Please provide the name and contact information for the SILC executive director. Indicate the number and titles of any other SILC staff, if applicable. Also indicate whether any SILC staff is also a state agency employee.**

VACANT  
Executive Director  
Jefferson City,  
Office #:  
Cell #:  
Email:

#### **Item 2 – SILC Support**

**Describe the administrative support services provided by the DSE, if any.**

The DSE continues to provide technical assistance and consultation to the SILC throughout the year. The DSE provides less than 5% of support through Part B Funding to the SILC.

### **Section D – SILC Duties**

Section 705(c); 34 CFR 364.21(g)

#### **Item 1 – SILC Duties**

**Provide a summary of SILC activities conducted during the reporting year related to the SILC's duties listed below:**

##### **(A) State Plan Development**

**Describe any activities related to the joint development of the state plan. Include any activities in preparation for developing the state plan, such as needs assessments, evaluations of consumer satisfaction, hearings and forums.**

The Missouri IL program just completed the fourth year of the revised 2017-2020 State Plan. Activities for SPIL monitoring in 2020 included online surveys and SPIL compliance committee meetings to determine the progress of the objectives and activities of the SPIL. This workgroup

uses the annual reporting document that the CILs complete on progress of meeting SPIL goals and objectives as well as the (PPR) 704 reports from the CILs. There is also statistical data that originates from an IL outcomes survey that is conducted by the CILs every year. This data is used for consumer satisfaction measurements and provides data on emergency preparedness, voting, and demographic trends. An online statewide needs assessment survey gives the DSE and SILC data on what services are available throughout the state. This data is also used for SPIL development in addition to the SPIL Needs Surveys that were completed in 2020 in preparation for the development of the 2021-2023 SPIL.

Working closely with Office of Boards and Commissions, SILC and DSE have opened new dialogue about need for MOSILC Board of Director compliance measures for 2021-2023 SPIL.

**(B) Monitor, Review and Evaluate the Implementation of the State Plan**

**Describe any activities related to the monitoring, review and evaluation of the implementation of the state plan.**

The SILC reviews the annual survey information submitted by the CILs which is designed to monitor SPIL activities.

The SILC committees use the SPIL to guide activities relating to the goals and objectives and report on the committee activities quarterly. The SPIL & Consumer Satisfaction committee meets to review progress on SPIL goals and objectives.

**(C) Coordination With Other Disability Councils**

**Describe the SILC's coordination of activities with the State Rehabilitation Council (SRC) established under section 105, if the state has such a Council, or the commission described in section 101(a)(21)(A), if the state has such a commission, and councils that address the needs of specific disability populations and issues under other Federal law. Please state whether the SILC has at least one representative serving as a member of the SRC and whether the SILC has any members serving on other councils, boards or commissions in the state.**

The Missouri SILC staff and/or Council Members serving on the following councils, boards, or commissions:

State Rehabilitation Council (SRC)  
State Rehabilitation Council for the Blind  
MFP Stakeholders Group  
AFN/FNSS Emergency Management subcommittee of Governor's Faith-based and Community Service Partnership  
Missouri Centers for Independent Living (MOCIL)  
Association of Programs for Rural Independent Living (APRIL)

Missouri Alliance for Home Care (MAHC)  
Missouri Protection & Advocacy

**(D) Public Meeting Requirements**

**Describe how the SILC has ensured that all regularly scheduled meetings and other public hearings and forums hosted by the SILC are open to the public and sufficient advance notice is provided.**

The SILC meetings are held on a Friday in the months of February, May, August, and November of every year. The dates and locations are placed on the Missouri SILC website in January of each year and then a reminder notice is placed in the events and calendar sections of the website a month in advance of the meeting. Email reminders are sent out to all SILC members and each CIL with a printable open meeting notice for placement in public areas. A notice is sent to the State Office of Administration government open meeting notice index.

Meetings are held in public facilities that are accessible and a phone conference line is made available for those who are not able to attend in person. Captioning services are provided at every meeting as well as online caption streaming. Interpreting services are provided if requested. During this reporting year all meetings were moved to virtual in response to COVID-19 and continue in this format.

**Item 2 – Other Activities**

**Describe any other SILC activities funded by non-Part B funds.**

Training activities conducted by the IL partners are funded through conference registrations or the SILC 501(c)3 funds.

**Section E – Training and Technical Assistance Needs**

Section 721(b)(3) of the Act

Please identify the SILC's training and technical assistance needs. The needs identified in this chart will guide the priorities set by RSA for the training and technical assistance provided to CILs and SILCs.

| <b>Training and Technical Assistance Needs</b> |  | <b>Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important</b> |
|--|--|---|
| <b>Advocacy/Leadership Development</b>         |  |   |
| General Overview                               |  |   |
| Community/Grassroots Organizing                |  |   |
| Individual Empowerment                         |  |   |

|  |   |
|--|---|
|  | <b>Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important</b> |
| <b>Training and Technical Assistance Needs</b>               |   |
| Systems Advocacy   |   |
| Legislative Process  |   |
| <b>Applicable Laws</b>                                       |   |
| General overview and promulgation of various disability laws |   |
| Americans with Disabilities Act                              |   |
| Air-Carrier's Access Act                                     |   |
| Fair Housing Act   |   |
| Individuals with Disabilities Education Improvement Act      |   |
| Medicaid/Medicare/PAS/waivers/long-term care                 |   |
| Rehabilitation Act of 1973, as amended                       |   |
| Social Security Act  |   |
| Workforce Investment Act of 1998                             |   |
| Ticket to Work and Work Incentives Improvement Act of 1999   |   |
| Government Performance Results Act of 1993                   |   |
| <b>Assistive Technologies</b>                                |   |
| General Overview   |   |
| <b>Data Collecting and Reporting</b>                         |   |
| General Overview   |   |
| 704 Reports  |   |
| Performance Measures contained in 704 Report                 | 3   |
| Dual Reporting Requirements                                  |   |
| Case Service Record Documentation                            |   |
| <b>Disability Awareness and Information</b>                  |   |
| Specific Issues  |   |
| <b>Evaluation</b>  |   |
| General Overview   |   |
| CIL Standards and Indicators                                 |   |
| Community Needs Assessment                                   |   |
| Consumer Satisfaction Surveys                                |   |
| Focus Groups   |   |
| Outcome Measures   |   |

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|  | <b>Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important</b> |
| <b>Training and Technical Assistance Needs</b> |   |
| <b>Financial: Grant Management</b>             |   |
| General Overview                               |   |
| Federal Regulations                            |   |
| Budgeting                                      |   |
| Fund Accounting                                |   |
| <b>Financial: Resource Development</b>         |   |
| General Overview                               |   |
| Diversification of Funding Base                | 4   |
| Fee-for-Service Approaches                     | 2   |
| For Profit Subsidiaries                        |   |
| Fund-Raising Events of Statewide Campaigns     |   |
| Grant Writing                                  | 5   |
| <b>Independent Living Philosophy</b>           |   |
| General Overview                               |   |
| <b>Innovative Programs</b>                     |   |
| Best Practices                                 | 1   |
| Specific Examples                              |   |
| <b>Management Information Systems</b>          |   |
| Computer Skills                                |   |
| Software                                       |   |
| <b>Marketing and Public Relations</b>          |   |
| General Overview                               |   |
| Presentation/Workshop Skills                   |   |
| Community Awareness                            | 8   |
| <b>Networking Strategies</b>                   |   |
| General Overview                               |   |
| Electronic                                     |   |
| Among CILs & SILCs                             |   |
| Community Partners                             |   |

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| <b>Training and Technical Assistance Needs</b>               |  | <b>Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important</b> |
| <b>Program Planning</b>                                      |  |   |
| General Overview of Program Management and Staff Development |  |   |
| CIL Executive Directorship Skills Building                   |  |   |
| Conflict Management and Alternative Dispute Resolution       |  |   |
| First-Line CIL Supervisor Skills Building                    |  |   |
| IL Skills Modules  |  |   |
| Peer Mentoring   |  | 7   |
| Program Design   |  |   |
| Time Management  |  |   |
| Team Building  |  |   |
| <b>Outreach to Unserved/Underserved Populations</b>          |  |   |
| General Overview   |  | 10  |
| Disability   |  |   |
| Minority   |  |   |
| Institutionalized Potential Consumers                        |  |   |
| Rural  |  | 9   |
| Urban  |  |   |
| <b>SILC Roles/Relationship to CILs</b>                       |  |   |
| General Overview   |  |   |
| Development of State Plan for Independent Living             |  |   |
| Implementation (monitor & review) of SPIL                    |  |   |
| Public Meetings  |  |   |
| Role and Responsibilities of Executive Board                 |  |   |
| Role and Responsibilities of General Members                 |  |   |
| Collaborations with In-State Stakeholders                    |  |   |
| <b>CIL Board of Directors</b>                                |  |   |
| General Overview   |  |   |
| Roles and Responsibilities                                   |  |   |
| Policy Development   |  |   |
| Recruiting/Increasing Involvement                            |  | 6   |

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| <b>Training and Technical Assistance Needs</b>   | <b>Choose up to 10 Priority Needs — Rate items 1-10 with 1 being most important</b> |
| <b>Volunteer Programs</b>                        |   |
| General Overview                                 |   |
| <b>Optional Areas and/or Comments (write-in)</b> |   |

SubPart VI – SPIL Comparison and updates, Other Accomplishments and Challenges of the Reporting Year  
 Section 704(m)(4) of the Act; 34 CFR 76.140

### **Section A – Comparison of Reporting Year Activities with the SPIL**

#### **Item 1 – Progress in Achieving Objectives and Goals**

Describe progress made in achieving the objectives and goals outlined in the most recently approved SPIL. Discuss goals achieved and/or in progress as well as barriers encountered.

| <b>Goal 1: Increase economic self-sufficiency of PWD</b>   |   |
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| <b>Objective 1.1:</b><br>Increase employment for PWD   |   |
| <b>Activity 1.1.1:</b><br>Advocate for work incentives with employers, public partners and policy makers | 81.81% of CILs in Missouri advocated for work incentives.                   |
| <b>Activity 1.1.2:</b><br>Provide education on available work incentives                                 | 77.27% of CILs in Missouri provided education on available work incentives. |

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| <b>Activity 1.1.3:</b><br>Increase utilization of work incentives                                   | 63.63% of CILs in Missouri increased utilization of work incentives.  |
| <b>Activity 1.1.4:</b><br>Increase employability of PWD   | 86.36% of CILs in Missouri indicated employability of PWD had increased.  |
| <b>Objective 1.2:</b><br><b>Increase financial assets</b>   |   |
| <b>Activity 1.2.1:</b><br>Advocate for increased asset limits                                       | CILs successfully advocated for increased asset limits for people with disabilities. Increased asset limits passed in the Missouri Legislature during FY2017 session. |
| <b>Activity 1.2.2:</b><br>Provide Independent Living Skills training to increase financial literacy | 86.36% of CILs in Missouri provided IL skills training to increase financial literacy.  |

| <b>Goal 2: Increase Independence</b>  |   |
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| <b>Objective 2.1:</b><br><b>Increase the influence of PWD in the community</b>                      | <a href="#">← Formatted Table</a>   |
| <b>Activity 2.1.1:</b> Build and expand community partnerships                                      | 90.90% of CILs in Missouri utilized activities to build or expand community partnerships. |
| <b>Activity 2.1.2:</b><br>Provide leadership and self-advocacy skills training to PWD               | 90.90% of CILs in Missouri provided leadership and self-advocacy skills training to PWD.  |
| <b>Objective 2.2:</b><br><b>Promote an inclusive community</b>                                      |   |
| <b>Activity 2.2.1:</b><br>Promote Universal Design in public and private facilities                 | 85.00% of CILs in Missouri promoted Universal Design.                                     |
| <b>Activity 2.2.2:</b><br>Advocate for the enforcement of policies and regulations that support PWD | 90.90% of CILs in Missouri advocated for the enforcement of these policies.               |

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| <b>Activity 2.2.3:</b><br>Advocate for accessible/affordable housing  | 90.90% of CILs in Missouri advocated for accessible affordable housing.   |
| <b>Activity 2.2.4:</b><br>Advocate for accessible/affordable transportation                                 | 86.36% of CILs in Missouri advocated for accessible affordable transportation.  |
| <b>Objective 2.3:</b><br><b>Impact public policy to support PWD</b>   |   |
| <b>Activity 2.3.1:</b><br>Increase the number of PWD who vote   | <p>15 CILs in Missouri registered voters.<br/>           12 CILs called or used PSA's and social media to encourage PWD to vote.<br/>           17 CILs helped provide alternate voting.<br/>           10 CILs educated PWD on issues.<br/>           12 CILs advocated for accessible voting.<br/>           3 CILs gave rides to the polls.<br/>           5 CILs supported PWD with voting in other ways.</p> |
| <b>Activity 2.3.2:</b><br>Increase the number of PWD in public policy roles                                 | 54.54% of CILs in Missouri increased the number of PWD in public policy roles.  |
| <b>Activity 2.3.3:</b><br>Increase the number of PWD and partners participating in the legislative process  | 100% of CILs in Missouri provided activities to increase the number of PWD and partners in the legislative process.   |
| <b>Activity 2.3.4:</b><br>Advocate for policies and programs that support the Independent Living philosophy | 100% of CILs in Missouri advocated for IL policies and programs   |

#### Goal 3: Increase emergency preparedness for PWD

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| <b>Objective 3.1:</b><br>Ensure access to disability specific emergency planning and preparedness resources |   | ← Formatted Table |
| <b>Activity 3.1.1:</b><br>Identify and/or implement materials in various formats to                         | 81.81% of CILs in Missouri have a written organizational emergency plan.<br><br>77.27% of CILs in Missouri have trained staff or volunteers |                   |

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| <p>develop an organizational emergency plan to ensure that staff members and volunteers are fully prepared to facilitate communication in the event of an emergency.</p>   | <p>for disaster preparedness.</p>   |
| <p><b>Activity 3.1.2:</b><br/>Identify and/or implement materials in various formats for use by Centers for Independent Living or other service providers to educate PWD about being prepared in a disaster.</p>   | <p>86.36% of CILs in Missouri have resources or materials to educate PWD about emergency preparedness.</p>  |
| <p><b>Objective 3.2:</b><br/><b>Missouri Statewide Independent Living Council and its Emergency Management Committee build disability inclusion into all aspects of emergency management through partnerships with local, state, and federal emergency management.</b></p> |   |
| <p><b>Activity 3.2.1:</b> Locate or develop an annual work plan to distribute to the Centers for Independent Living that collaborates with federal, state, and local agencies to coordinate, educate, and conduct</p>  | <p>The SILC Emergency Preparedness Committee has rolled into the MO Access &amp; Functional Needs Committee (participated by several agencies including SEMA, DD Council, DHSS, DSS, MARC, The Arc MO, and others) working on this issue.</p> |

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| outreach efforts regarding emergency preparedness.   |  |
| <b>Activity 3.2.2:</b><br>Ensure that the State Emergency Preparedness Plan is inclusive of people with disabilities by becoming actively involved in local and state emergency management.                                      | The MO Access & Functional Needs Committee (participated by several agencies including SEMA, DD Council, DHSS, DSS, MARC, The Arc MO, and others) are working on this issue. |
| <b>Activity 3.2.3:</b><br>Provide disability-related input to the State Emergency Management Agency and to other county or local governmental and non-governmental agencies responsible for emergency preparedness and response. | The MO Access & Functional Needs Committee (participated by several agencies including SEMA, DD Council, DHSS, DSS, MARC, The Arc MO, and others) are working on this issue. |
| <b>Activity 3.2.4:</b> To promote independent living participation in local and state emergency planning, preparedness, and response activities  | The MO Access & Functional Needs Committee (participated by several agencies including SEMA, DD Council, DHSS, DSS, MARC, The Arc MO, and others) are working on this issue. |
| <b>Goal 4: Increase the capacity of the Missouri Statewide Independent Living Council</b>  |  |
| <b>Objective 4.1:</b><br>Identify resources needed to fulfill the expanded role of the Missouri Statewide Independent Living Council   |  |

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| <b>Activity 4.1.1:</b> Hire designated staff to work in collaboration with the Statewide Independent Living Council, Centers for Independent Living, and the Designated State Entity | The Missouri SILC contracted a known disability rights advocate and entrepreneur from North Carolina to administrate the roles, responsibilities, and duties as its Executive Director in November 2017. During the reporting year, it was identified that this contracted position was not meeting the needs of the SILC and the position was eliminated. The SILC is currently developing a paid staff position and will be seeking applicants in 1 <sup>st</sup> quarter 2021. |
| <b>Activity 4.1.2:</b><br>Develop and implement an annual resource/action plan   | Since contracting an Executive Director in November 2017, the SILC Governing Council established as a requirement, that the ED present a planned budget each year to be approved by the Council. Realizing that the Council needs more than just a planned budget to satisfy future expansion and development, the Bylaws were amended to include a Resources Development Committee, ratified November 5, 2019.   |

#### Item 2 – SPIL Information Updates

**If applicable, describe any changes to the information contained in the SPIL that occurred during the reporting year, including the placement, legal status, membership or autonomy of the SILC; the SILC resource plan, the design of the statewide network of centers; and the DSE administration of the SILS program.**

The Missouri 2017-2019 SPIL took effect October 1, 2016 as per approval by ACL. The Missouri State Plan for Independent Living (SPIL) 2017-2019 was amended to include 2020, adopted by a majority of CILs, and approved by ACL on September 25, 2019.

#### Section B– Significant Activities and Accomplishments

**If applicable, describe any significant activities and accomplishments achieved by the DSE and SILC not included elsewhere in the report, e.g. brief summaries of innovative practices, improved service delivery to consumers, etc.**

#### Section C – Substantial Challenges

**If applicable, describe any substantial problems encountered by the DSE and SILC, not included elsewhere in this report, and discuss resolutions/attempted resolutions, e.g., difficulty in outreach efforts; disagreements between the SILC and the DSE; complications recruiting SILC members; complications working with other state agencies or organizations within the state.**

The SILC continues to actively seek new members for the council to carry out the duties of the SPIL. We are currently working closely with the Governor's office to have Council Members

reappointed, and new Council Members appointed to vacant slots. Several very qualified candidates have applied to serve on the SILC Governing Council.

#### **Section D – Additional Information**

Include any additional information, suggestions, comments or explanations not included elsewhere in the report.

## **SUBPART VII - SIGNATURES**

Please sign and print the names, titles and telephone numbers of the DSE directors(s) and SILC chairperson.

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SIGNATURE OF SILC CHAIRPERSON

DATE

**Melinda Cardone, SILC Chairperson**

**573-556-0400**

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NAME AND TITLE OF SILC CHAIRPERSON

PHONE NUMBER

---

SIGNATURE OF DSE DIRECTOR

DATE

**Tim Gaines, OALRS Assistant Commissioner**

**573-751-3251**

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NAME AND TITLE OF DSE DIRECTOR

PHONE NUMBER

## **SUBPART VII - SIGNATURES**

Please sign and print the names, titles and telephone numbers of the DSE directors(s) and SILC chairperson.

Melinda Cardone

SIGNATURE OF SILC CHAIRPERSON

11/1/2021

DATE

**Melinda Cardone, SILC Chairperson**

NAME AND TITLE OF SILC CHAIRPERSON

**573-556-0400**

PHONE NUMBER

Timothy Gaines

SIGNATURE OF DSE DIRECTOR

10/27/2021

DATE

**Tim Gaines, OALRS Assistant Commissioner**

NAME AND TITLE OF DSE DIRECTOR

**573-751-3251**

PHONE NUMBER